GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:919
ANSWERED ON:06.03.2002
COMPLAINTS REGARDING PUBLIC GRIEVANCES
RAMDAS ATHAWALE

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government have received several complaints regarding public grievances and pensions from various States including Maharashtra during the last three years;

(b) if so, the details thereof and the number and nature of these complaints;

(c) the action taken by the Government thereon;

(d) whether the Government propose to dispose of these cases with a stipulated time frame and fix the responsibility of the officers for delay; and

(e) if so, the details thereof?

Answer

THE MINISTER OF STATE OF THE MINISTRY OF SMALL SCALE INDUSTRIES, MINISTER OF STATE IN THE MINIS PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS, MINISTER OF STATE IN THE MINISTRY OF PLANNING AND M OF STATE IN THE DEPARTMENTS OF ATOMIC ENERGY AND SPACE. (SMT.VASUNDHARA RAJE)

(a): Yes, Sir.

(b): Details of State-wise grievances indicating the number of complaints received in Department of Administrative Reforms and Public Grievances during the last three years i.e. 1999, 2000 and 2001 are given in the Statement annexed. These complaints, inter alia, relate to delay in decision/implementation of decision, civil amenities/quality of service, law and order, revenue/land/tax, compensations/refunds, social evils, retirement dues, service matters, requests, allegation of corruption/malpractices, allegation of harassment/misbehaviour, etc.

(c): The grievances were sent to the respective State Governments for redressal.

(d)&(e):The State Governments had adopted an Action Plan for Effective and Responsive Administration in the Chief Minister`s Conference organized by Department of Administrative Reforms & Public Grievances, Government of India and held on 24 May, 1997. This Plan enjoined that State Departments would widely publicise the facilities at various levels for the prompt and effective redress of public grievances from the secretariat downwards to the village level.

The respective State Governments are required to decide upon the issues related to disposal of grievances within a stipulated time frame and fix responsibility for delay, in the context of the Action Plan for Effective and Responsive Administration.

Annex

STATEMENT REFERRED TO IN REPLY TO PART (b) OF THE LOK SABHA UNSTARRED QUESTION NUMBER 919 ANSWER ON 06.03.2002

S.No	Name of the State	No. of Grievances		
		1999	2000	2001
1.	Andhra Pradesh	27	17	22
2.	Arunachal Pradesh	2	3	3

3. Assam 15 11 10

4. Bihar 46 55 48

5. Chattisgarh 31
6. Goa 2 9

7 Gujarat 23 16 11

8. Haryana 37 35 28

9. Himachal Pradesh 3 7 6
10. Jammu & Kashmir 6 5 7
11. Jharkhand 1
12. Karnataka 35 32 16
13. Kerala 19 18 10
14. Maharashtra 41 135 30
15. Madhya Pradesh 41 96 76
16. Manipur 2 4 2
17. Meghalaya 1 1 1
18. Mizoram 1 5
19. Nagaland
20. Orissa 31 36 15
21. Punjab 14 21 8
22. Rajasthan 60 57 41
23. Sikkim 1 1
24. Tamil Nadu 104 58 23
25. Tripura 2 1
26. Uttar Pradesh 466 371 300
27. Uttaranchal 110
28 West Bengal 36 25 22